



*Washington*  
**Secretary of State**  
**SAM REED**

PRODUCTIVITY BOARD  
Employee Suggestion Program • Teamwork Incentive Program  
6880 Capitol Boulevard • PO Box 40244  
Olympia, WA 98504-0244  
Tel: 360.704.5203  
Fax: 360.704.7830  
TTY: 360.664.0515  
[www.secstate.wa.gov](http://www.secstate.wa.gov)

## **AGENDA**

### **WASHINGTON STATE PRODUCTIVITY BOARD**

Office of the Secretary of State  
Legislative Building  
April 2, 2010  
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes (*March 5, 2010*)
- Monthly Staff Update --Tracy Workman
- Employee Suggestion Adopts  
--Reviewer: Linda Villegas Bremer
- Employee Suggestion Non-Adopts  
--Reviewer: George Masten
- Adjournment

*\*If you have questions regarding the Employee Suggestions please contact Shad Bell at 360.704.5212  
or for TIP, contact Philip Kerrigan at 360.704.5259.*



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**Productivity Board Meeting Minutes**  
March 5, 2010

**WELCOME & INTRODUCTIONS**

Sam Reed called the meeting to order at 10:00 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

**ATTENDANCE**

**Board Members present:** Sam Reed, Linda Villegas Bremer, Kathy Goebel, Mike Kerschbaum, George Masten, Wanda Riley, Rich Tomsinski and Scott Turner

**Board Members absent:** Brian Sonntag and Roselyn Marcus

**Staff present:** Shad Bell, Philip Kerrigan, Dawn Sanquist and Tracy Workman

**Guests present:** Lynn Hicks, Department of Transportation

**APPROVAL OF MINUTES**

The Board reviewed, moved, seconded, and voted unanimously to approve the February 5, 2010 minutes as written.

**MONTHLY UPDATE**

Tracy Workman reported that the 2010 Innovations in State Government Awards Ceremony was a success. Seven awards were given to outstanding evaluators; two for the Evergreen Award; two for improving safety in Washington; four for top savings; an innovative team and a TIP team award; along with agency and coordinator of the year awards.

This year only 62 Extra Mile Nominations were received, which is half of what was received last year.

Public Service Recognition Week (PSRW) planning is going well. Spokane and the Tri-Cities will be having evening BBQ's, Vancouver's event will be back at the Washington State Patrol/Department of Transportation complex, Olympia's event will be on the East Plaza Lawn like the last three years and Seattle's event is looking like it will be held at Westlake Park depending on the fees.

The University of Phoenix is helping out with the Spokane, Tri-Cities and Seattle events along with the Washington State Employees Credit Union helping out financially with Spokane and Tri-Cities.

### **EMPLOYEE SUGGESTION ADOPTS**

Shad Bell reported for reviewer Brian Sonntag that he concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the board voted unanimously to accept agency recommendations.*

### **EMPLOYEE SUGGESTION NON-ADOPTS**

Mike Kerschbaum reported that he concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the Board voted unanimously to accept agency recommendations.*

### **NEXT BOARD MEETING**

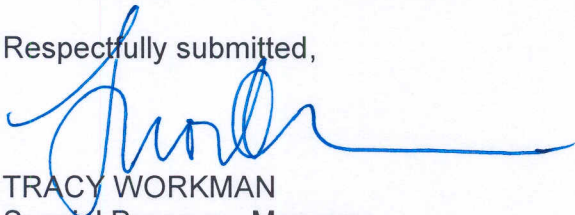
The next Board meeting is scheduled for April 2, 2010 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- **Reminder:** The reviewers for April are George Masten and Linda Villegas Bremer. Reviewers will also review any Appeals and Teamwork Incentive Program applications presented.

### **ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:20 a.m.

Respectfully submitted,



TRACY WORKMAN  
Special Programs Manager  
TW/ds 03/08/10

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# **Washington State Productivity Board**

## **ADOPT REPORT**

April, 2010



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### Department of Social & Health Services

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<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 200900414 Sep2009	Erin Hamilton	Olympia	Cost Savings \$44.22
<i>Savings/Desc</i>	\$442.00		
<i>Suggestion:</i>	The Department of Social and Health Services should send the Request for Court Records, form DSHS 18-114, electronically to the county courthouses instead of mailing them.		
<i>Evaluation:</i>	Modified adopt. Form DSHS 118-114 can be issued electronically and would provide cost savings of \$442.20 in the first year. Form DSHS 18-215 cannot be eliminated as it is required due to the fact it contains the mailing address of the county clerk. A recognition award is recommended for this suggestion.		

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### Department of Veteran's Affairs

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<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 201000019 Jan2010	Temple Allen	Olympia	Recognition
<i>Savings/Desc</i>			
<i>Suggestion:</i>	Washington State should create a calendar, such as the suggester's, for the year with paydays on it for Human Resources to use.		
<i>Evaluation:</i>	The Department of Personnel provides an elaborate, suitable for printing, date calendar of payroll cut-off dates. The suggester has taken these dates, arranged them, and provided a simple set of instructions so any individual, with a few mouse clicks, can draw this list into the Microsoft Outlook calendar. We recommend this calendar and the instructions be made available for implementation to any interested agency staff to use and appreciate the suggester's work and willingness to share ideas.		

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# **Washington State Productivity Board**

## **NON-ADOPT REPORT**

April, 2010

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### Department of Corrections

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*Suggestion Number*                      *Entry Date:*

200900512                                      Dec2009

*Suggestion:*            The Department of Corrections should limit shower times to two periods during the day, once in the morning and once in the evening.

*Evaluation:*            Not a new idea. While DOC agrees with this proposal, it is currently being addressed as part of our overall direction on sustainability and identifying new performance targets as part of GMAP. Over the course of the next year, each facility will be measured in a performance based way to include their use of potable water. Many facilities will be required to reduce their use of potable water and the scheduling of showers will be one strategy used to help meet this target.

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### Department of Ecology

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*Suggestion Number*                      *Entry Date:*

201000015                                      Jan2010

*Suggestion:*            The Department of Ecology (ECY) should post public notices on their website instead of publishing them in newspapers.

*Evaluation:*            Not a new idea. As newspapers move to Web-based publication, many of our programs are already publishing in both hard copy and on newspaper Websites. Many of our programs also use other methods to inform the public of our actions, like mailing lists, list-serves, and display ads. The purpose of publishing legal notices using more than one method is to inform and engage the public in Ecology's decision-making about projects. We do not feel that solely publishing notices on one Website would fulfill our goals or obligations for transparent accessible information, given limited rural access to computers, and English as second language citizens.

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### Department of General Administration

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*Suggestion Number*                      *Entry Date:*

201000023                                      Jan2010

*Suggestion:*            The Department of General Administration (GA) should have a place on their website where agencies can view and leave feedback on businesses that they have dealt with.

*Evaluation:*            Not a new idea. The Department of General Administration already has an online vendor feedback form available for every contract managed by the agency's Office of State Procurement. These reports are currently available to public agencies through the public disclosure process but are not posted online due to legal risks.



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**Department of Health**

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*Suggestion Number*                      *Entry Date:*

201000069                                  Mar2010

*Suggestion:*      The Department of Health (DOH) should discontinue the Washington State Women, Infant and Children's (WIC) Farmer's Market Nutrition Program (FMNP) since WIC participants now get a voucher for fruits and vegetables to use in the grocery stores.

*Evaluation:*      Not a new idea. The WIC Farmer's Market Nutrition Program has been considered for elimination for several biennia as a potential savings of state funds. The program is very popular and has a strong support base within and outside of the WIC program. Hunger advocates and growers have been very vocal in their opposition to taking away this option.

The U.S. Department of Agriculture (USDA) funds the FMNP annually in a specific grant which covers more than half the cost of the program. If Washington were to discontinue the FMNP, those federal funds would not be used to enhance the WIC program but would be allocated to other states participating in the FMNP.

The benefits to WIC families, to Washington growers and farmers markets, and to local economies are also significant and the public values the program.

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**Department of Personnel**

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*Suggestion Number*                      *Entry Date:*

201000014                                  Jan2010

*Suggestion:*      The Department of Personnel (DOP) should adjust the HRMS programming to compute deductions correctly when a pay period contains a holiday.

*Evaluation:*      The calculation for medical aid premiums is in compliance with Labor & Industries WAC rules. This suggestion would actually cause taxes to be inappropriately higher for both agencies and for employees.

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**Department of Social & Health Services**

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*Suggestion Number*                      *Entry Date:*

200900308                                  Jun2009

*Suggestion:*      The Department of Social and Health Services (DSHS), Division of Child Support (DCS), should have a centralized toll free number for people with Limited English Proficiency that goes through a translator to a special collections/communications team with DCS who handle those cases.

*Evaluation:*      This suggestion was discussed by the Limited English Proficient (LEP) Coordinators with the conclusion that a toll free number for all languages would be too costly and the use of the current contracted language providers is working well to meet the business need.



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**Department of Social & Health Services**

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*Suggestion Number*      *Entry Date:*

200900396      Sep2009

*Suggestion:*      The Department of Social and Health Services (DSHS), Division of Child Support (DCS), should reduce the number of worksheets generated to two sets.

*Evaluation:*      Cost outweighs the benefit. Implementing the suggestion would increase cost to the department \$4,563 to \$5,873 in staff time a year. We currently generate 3 sets of documents. Eliminating the set sent to imaging would require staff to sort and mail one of the remaining copies to the appropriate party. The cost of sorting and mailing is higher than the proposed savings.

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**Department of Social & Health Services**

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*Suggestion Number*      *Entry Date:*

200900445      Oct2009

*Suggestion:*      The Department of Social and Health Services (DSHS), Division of Child Support (DCS), should charge a non-sufficient funds fee to persons who write bad checks to the State.

*Evaluation:*      DSHS does have authorization to establish and enforce a fee charged to parties issuing payment instruments for child support that are not honored by their bank.

On average, DCS receives 140 returned checks monthly. DCS is charged \$1.50 by our bank for each check. Approximately 55 of these returned checks are redeposited and paid within a few days of the initial return. If a check is put through twice and dishonored (approximately 85 checks per month), DCS can only then establish a NSF fee for those payments. The bank charge to DCS for those 85 checks is \$127.50 monthly.

The requirement for collecting fees for NSF payments begins with the party being legally served collection documents. Through certified mail, the cost is \$10.04 per letter; through process servers the cost is \$25-\$75 per service. Even after the serving procedure, there is cost to the state to set up separate legal files and filing procedures.

With sincere thanks to the employee for this thoughtful suggestion, it is recommended it not be adopted due to the costs outweighing the benefit of implementation.

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**Department of Social & Health Services**

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*Suggestion Number*      *Entry Date:*

200900465      Nov2009

*Suggestion:*      The Department of Social and Health Services (DSHS) should temporarily lift the student eligibility factors for food aid during these tough economic times.

*Evaluation:*      The Washington State Food Stamp Program is governed by federal law. The Food and Nutrition Act of 2008 prohibits us from changing or temporarily lifting eligibility factors.

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**Department of Social & Health Services**

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*Suggestion Number*      *Entry Date:*

200900466      Nov2009

*Suggestion:*      The Department of Social and Health Services (DSHS) should temporarily request an exception or waiver to allow an income disregard for Unemployment income.

*Evaluation:*      DSHS is unable to request waivers for eligibility factors for areas governed by the Federal Food and Nutrition Act of 2008, and this suggestion addresses an issue under said act.

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**Department of Social & Health Services**

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*Suggestion Number*      *Entry Date:*

200900499      Nov2009

*Suggestion:*      The Department of Social and Health Services (DSHS) should have the ACES program send out the termination letters for General Assistance for no medical information ten days before the end of the month.

*Evaluation:*      Not a new idea. Resources not available. Since July 2008, there have been many requests to automate General Assistance letters. Implementation is waiting to be identified as a priority to assign the staff and programming time to make what are expected to be extensive changes to ACES.

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**Department of Transportation**

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*Suggestion Number*      *Entry Date:*

201000031      Feb2010

*Suggestion:*      The Department of Transportation (DOT) should make P-Card purchases mandatory for all bills that can be paid via credit card to cut down on costs.

*Evaluation:*      Not a new idea. This suggestion has been in use since 2002. WSDOT Purchasing Manual M72-80, Chapter 13, Purchasing Card Program addresses the benefits of the purchasing card. Benefits include streamlined processes and lower transaction costs. More than 1020 purchasing cards are currently in use throughout the department.

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**Department of Transportation**

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*Suggestion Number*      *Entry Date:*

201000005      Jan2010

*Suggestion:*      The Department of Transportation (DOT) should set plant spacing at six feet on center for all Roadside Restorations and Wetland Mitigations and reserve the lesser spacing for urban landscaping.

*Evaluation:*      Not a new idea. A major goal of roadside restoration is to reestablish the areal coverage of plants to reduce ongoing maintenance costs and lead to long term sustainability. Plant spacing is factored into the intended function to be achieved by the project, the types of plants that are specified, and the period of recovery needed. A blanket requirement of spacing of a certain amount regardless of the project parameters would not meet the objective of all restoration projects.



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### Department of Transportation

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*Suggestion Number*      *Entry Date:*

201000012      Jan2010

*Suggestion:*      The Department of Transportation should modify specification for measurement and payment of "Paint Lines".

*Evaluation:*      Cost outweighs the benefits. DOT sees no cost savings as a result of this suggestion due to the likelihood of unit bid price increases and additional DOT expenditures for personnel and equipment to measure "paint line" in accordance with the suggestion.

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### Employment Security Department

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*Suggestion Number*      *Entry Date:*

200900447      Oct2009

*Suggestion:*      The Employment Security Department (ESD) should have a WorkSource tagline that helps explains what they do.

*Evaluation:*      Not a new idea. The agency already markets WorkSource to both job seekers and businesses and has adopted a meaningful tagline for each reflecting how WorkSource can help them. Further, the agency is currently planning two targeted marketing campaigns, launching in March 2010, to market its new business services priorities and to raise awareness about training benefits.

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### Liquor Control Board

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*Suggestion Number*      *Entry Date:*

200900319      Jun2009

*Suggestion:*      The Liquor Control Board (LCB) should discontinue purchasing uniforms for Liquor Control Officers.

*Evaluation:*      Uniforms are necessary for safety, unit identification, and improves unit morale.

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### Secretary of State's Office

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*Suggestion Number*      *Entry Date:*

200900404      Sep2009

*Suggestion:*      The Productivity Board should change the submission form to include a check box that asks: "Would you like to have the reviewer contact you for a brief interview of your suggestion."

*Evaluation:*      Not a new idea. Currently reviewers are given instructions on how to handle the evaluation of employee suggestions including contacting the suggester with questions or concerns about the suggestion.



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**Secretary of State's Office**

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*Suggestion Number*      *Entry Date:*

200900231      Apr2009

*Suggestion:*      The Washington State Productivity Board should send email responses to employee suggestions instead of letters.

*Evaluation:*      Not a new idea. The Productivity Board currently emails all correspondence with the exception of not having an email on file or in the case of certificates of appreciation.

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**Washington State University**

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*Suggestion Number*      *Entry Date:*

200900520      Dec2009

*Suggestion:*      Washington State University (WSU) should have faculty on academic year appointments complete a yearly leave report rather than a monthly leave report.

*Evaluation:*      WSU appreciates this suggestion and the problem being addressed. Unfortunately, implementing the suggestion creates other problems when certain items are reported only annually rather than monthly. Faculty could have difficulty recalling over a year period how much sick leave they used and when, donation of shared leave time would be delayed, and monitoring Family Medical Leave or extended Reasonable Accommodation for paid hours to ensure eligibility for employer contribution toward benefits would be affected.